



INFORMATION  
SERVICES

# Service Proposal

**Response to Request for Bid**

## **Jefferson Parish Library Department**

**May 21, 2015**

**Bid Number 50-00113004**

**Serials**

May 21, 2015

Jefferson Parish Purchasing Department  
200 Derbigny Street  
General Government Building, Suite 4400  
Gretna, LA 70053  
Attn: Misty M. Camardelle

RE: Bid Number 50-00113004

Dear Ms. Camardelle,

Thank you for allowing EBSCO Information Services to present this subscription proposal to Jefferson Parish. EBSCO is the leading provider of subscription services and databases. We service thousands of school and public libraries in the United States and would welcome the opportunity to continue to manage your library's subscription account. We are offering to provide subscriptions to the Jefferson Parish Library Department for 4.5% discount off of publisher's retail rates. This discount applies to every print title ordered from EBSCO and is contingent upon all business being awarded to EBSCO.

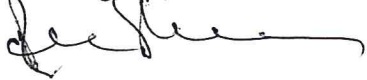
EBSCO is a financially sound company; you can be confident in doing business with us. We hold a Dun & Bradstreet financial rating of 5A1, the highest awarded. We are family owned and operated and are regularly ranked in the top 200 of the *Forbes* list of largest 500 private companies in the United States.

As a company, our top priority is our customer. Your library will be assigned a personal representative who will manage your entire account; libraries will have direct access to your representative by email or toll-free phone at any time. You will also have access to *EBSCONET*, our web interface for managing orders and claims. Complimentary training on *EBSCONET* and other EBSCO products is available to library staff and other users.

In addition to print magazines, EBSCO is excited to offer a new digital magazine service. Many students and teachers would like to have access to magazine content on the go; *Flipster* provides the ability for them to do that via computer, tablet and phone access to many popular titles. EBSCO is offering a 25% discount on digital newsstand titles via *Flipster*. Should Jefferson Parish continue to use EBSCO as its primary print subscription vendor, a discount of 50% will apply.

We appreciate your review of our subscription proposal.

Best Regards,



Ree Sherer  
Executive Vice President and General Manager  
EBSCO Information Services

## **The Library's Requirements**

### **Serials Subscription Service**

The library requires a serials subscription service to supply approximately 1,700 public library oriented serial subscriptions. The subscriptions should be mainly in print, with an occasional electronic title and shall include approximately 600 unique titles; the remaining titles shall be duplicate subscriptions for branch libraries.

#### **EBSCO understands.**

The bidder must be able to supply general, popular, and uncommon public library magazine and newspaper subscriptions, as well as technical, scholarly, and reference serial subscriptions, from major and independent publishers.

#### **EBSCO complies.**

The bidder must maintain an interactive website with a comprehensive database of serial titles to provide for electronic ordering, claiming, renewing, title research, invoicing, and collection development by the library. The website must include an interactive database of all of the library's subscriptions, dates of library's subscriptions, and links to relevant invoices that the library can customize and export in a variety of formats as needed.

#### **EBSCO complies.**

The bidder's website must include customizable reports that the library can retrieve at any time, in a variety of formats; including, but not limited to, the following:

1. Current subscriptions by title and by library branch;
2. Serials changes;
3. Claims submitted;
4. Responses and dispositions;
5. Collection assessment; and
6. Membership titles.

#### **EBSCO complies.**

Within ten (10) days of bid opening the apparent low bid, the bidder to provide a list of publishers to which the bidder does not apply discount.

#### **EBSCO applies discounts to all titles equally.**

### **Digital Newsstand Service**

The library requires a digital newsstand service that will host a website and apps for the library and provide digital magazines that the library can subscribe to and add to the website for patrons to check out and download.

**EBSCO understands.**

Available titles must include popular public library oriented magazines from top publishers. Digital Magazines must be full-color, digitized versions of popular print magazines in their entirety. The digital versions must include all articles and ads that appear in print versions as well as popular digital magazine titles that are not available in print.

**EBSCO complies.**

**A. COLLECTION DESCRIPTION**

1. The annual order will be for approximately 1,700 serial subscriptions, to include approximately 600 unique titles, the remainder being duplicate subscriptions for branch libraries. Currently the library is comprised of 16 locations including 2 regional branches.

**EBSCO understands.**

2. The serials collection is comprised of approximately 90% general public library magazine and newspaper subscriptions, and 10% technical, scholarly or reference serial subscriptions.

**EBSCO understands.**

3. The estimated dollar expenditures are expected to be approximately \$150,000.00 per year.

**EBSCO understands.**

**B. AWARD TIME PERIOD & COVERAGE**

1. The award will cover subscriptions to be renewed and new titles to be added on an as-needed basis during the duration of the contract.

New subscriptions may include additional copies of titles already received or subscriptions to titles that are new to the library.

**EBSCO accepts and places new orders at any time, including orders for additional copies of titles that have already been received.**

2. The three-year contract will take effect on August 13, 2015, or upon acceptance by the Jefferson Parish Council, and end three years later.

**EBSCO understands.**

3. Payment will be on a 12-month (year by year) basis with the library making one annual payment. New subscriptions added during the year will be paid for as ordered.

**EBSCO understands.**

4. Award condition: all or none.

**EBSCO's discount offer is based on an "all or none" service to the Jefferson Parish Public Libraries.**

**C. COST**

1. The discount percent and service fee percent will be binding as quoted and will become part of the final contract.

**EBSCO's offer will be binding as quoted and will become part of the final contract.**

2. The bid shall be awarded on the basis of discount amount from publisher's retail price (US market). The discount must be given on the entire order rather than on a title-by-title basis, regardless of the contents of the order.

**EBSCO understands and complies.**

3. The discount must be given on all types and formats of serials including but not limited to newspapers, organizational memberships that are required to subscribe to a serial, specific publishers, reference works, scholarly journals, and titles with costs over a certain dollar amount. Separate discount amounts will be required to be bid for newspapers, scholarly journals, membership required periodical publications, reference serials, and list price over which bidder does not apply a discount.

**EBSCO understands and complies.**

4. The discount shall be applied to any individual quotations requested during the life of the contract. The discount shall apply to any titles that may be ordered during the life of the contract.

**EBSCO's offer will be applied to any individual quotations requested during the life of the contract and to any titles that are ordered during the life of the contract.**

5. Any handling/service charges must be included on a percent basis of the order. Handling/service charges shall be separate line items on all invoices to which they apply.

**Should a service charge be applied, it will be listed as a separate line item on all invoices to which it applies.**

6. All postage and transportation charges must be included in the invoiced price.

**All postage and transportation charges will be included in the invoiced price.**

**D. SUBSCRIPTION ORDER & RENEWAL SERVICES**

1. Bidder must maintain an interactive website to provide for electronic ordering, claiming, renewing, title research, invoicing, and collection development.

***EBSCONET Subscription Management***, our online subscription and e-resource management platform, is available to you 24 hours a day, 7 days a week. It is the premier serials management system used by libraries worldwide and is a value-added service at no charge to you.

***EBSCONET*** lets you place orders, place and follow up on claims, manage renewals, research titles, view invoices, view reports to aid in collection development, and much more.

2. Bidder must maintain a database of serial titles via their website.

**EBSCO maintains a database of more than 360,000 titles from 95,000 publishers. Customers may search this database via *EBSCONET*.**

3. Bidder's website must include a comprehensive database of all of the library's subscriptions that the library can customize and export in a variety of formats.

**The *Summary of Publications* report, available via *EBSCONET*, is a complete list of all titles currently on order. This report also includes the ILS number, HEGIS or fund code, publisher name, publisher group and publisher package information.**

**This report can be customized to include specific data elements and can then be exported into Excel, HTML, comma-delimited, tab-delimited and XML formats.**

4. A Serial Title record in bidder's database must include:

- a) An interactive list of all of the library's subscriptions to a particular title, dates of library's subscriptions, and links to relevant invoices;
- b) Title Status, such as active, publication resumed, publication delayed, suspended or ceased, all including dates when changes took place;
- c) Name changes with links to appropriate record in the title database;
- d) Publisher only accepts direct orders;
- e) CD's/DVD's not available with print subscription;
- f) ISSN;
- g) Link to publisher's website;
- h) Link to list of issues and dates available;
- i) Links to claims for the title.

**All of the Libraries' subscriptions are listed in *EBSCONET*; the information referenced above can be found in Order or Title Details at the title level.**

5. Bidder must notify library, in a timely manner, when invoices are available online.



Invoices are delivered by mail or email, or by email advisement that EDI invoice files are available. Invoices that have been received are also available for download on *EBSCONET*.

6. Bidder must provide a toll free phone number and email directly to website tech support.

EBSCO Support can be reached via toll free number (800-758-5995). If you would rather receive support through email, you may submit a question via an online form, located at <http://support.ebscohost.com/contact/askus.php>.

Additionally, EBSCO's Support Site, <http://support.ebsco.com>, offers links to training, tutorials and support centers, answers to FAQs, email support and many more tools to help you with any issues you may experience. Our technical support team will track and update you on the status of your requests.

7. Bidder must provide complimentary training and online help via bidder's website.

Your staff and users benefit from accessible, knowledgeable training and technical support teams, at no charge to you.

Your Account Services Manager, Marsha Aucoin, will conduct training on *EBSCONET* and any EBSCO subscription products or services as requested by the Library. She can customize training to fit your needs and consult on all aspects of our services and how they integrate in your staff workflows. In addition to support from Marsha, librarians in EBSCO's Customer Success department conduct regularly-scheduled training sessions via web conferencing. To view training schedules, please visit <http://training.ebsco.com>. You can join these regularly-scheduled sessions or we can create customized training specific to your needs.

Also, each page on *EBSCONET* offers links to help pages specific to the page you are viewing, online tutorials and access to an EBSCO virtual glossary. In addition to providing online support documentation, we make it easy for you to receive personal assistance for any features on *EBSCONET* by contacting us directly through our toll-free help line.

8. Bidder's website must include customizable reports including, but not limited to, current subscriptions by title and by library branch, serials changes, claims submitted, responses and dispositions, collection assessment and membership titles that the library can retrieve at any time in a variety of formats.

Twenty-six management reports are available at no charge via *EBSCONET*. Of those, 16 are available online and generate in real-time; the remaining 10 are on a request/retrieve, 24-hour turnaround basis (generated overnight). Also, *EBSCONET*'s report schedule allows you to set up recurring requests for reports. You can customize online reports to include specific data elements and export them easily in Excel, HTML, comma-delimited, tab-delimited and XML formats.

There are more than 250 additional reports available upon request through your Customer Service Representative. Simply let her know what data you are interested in and she will request a special report to accommodate your needs.

9. Bidder must submit address changes and service stops, starts and restarts in a timely manner for new and reopening libraries. Bidder must provide proof that address changes have taken place.

**We notify the publisher when we receive your notification of an order change. In some instances, publishers can take a long time to update their records, so we recommend that you notify us of address changes as soon as possible.**

**Our system sends delivery address notifications to publishers automatically, twice a week. Your Customer Service Representative is available to help, urging publishers for prompt address changes as needed.**

10. Bidder's website must include claims records that are retrievable by title and by library branch.

**Claiming records for both print and electronic resources are available via the "My Claims" section of *EBSCONET*. These records are retrievable by title and by library branch.**

11. To ensure that service is not interrupted, subscriptions shall be placed so that renewals start in the months following the current expiration dates.

**In order to enhance the processing and fulfillment of orders, EBSCO has proprietary arrangements with all major publishers outlining order transmission schedules; these are based on publisher preference and are designed to optimize the publisher's ability to fulfill orders quickly. The frequency varies by publisher and by time of year (with orders being sent more frequently during peak renewal times).**

**Each publisher designates their preferred method of order delivery – with EDI being the primary method. For publishers who do not accept orders via EDI, EBSCO offers the option of sending orders via E-delivery and payments being sent electronically.**

**Orders for online content are sent to publishers daily where publishers allow. Your Customer Service Representative will confirm the placement of orders; order status can also be tracked in *EBSCONET*. Where viable, EBSCO works with online hosting platforms to activate online orders as quickly as possible, often within 24 hours.**

**For new print journals, orders are processed twice weekly. The average time frame for EBSCO to process a new order is one to three working days. To ensure prompt delivery, we send payment to the publisher when required. We take any other action the publisher requires.**

**These schedules allow renewal orders that are sent to EBSCO in a timely manner to be continued without interruption. Orders placed outside the typical renewal period will be submitted to publishers per our agreements.**

12. Bidder will, according to publisher compliance, arrange for common expiration dates for all titles ordered if requested by the library.



**We will back-date starts during the year to the first issue/volume of the year, subject to publisher acceptance, or order partial year subscriptions, as allowed by publishers, in order to accommodate a common expiration date.**

13. Bidder must clear all orders direct with publishers, not through other agents, middlemen, etc. There shall be no sub-contracting of orders or claims.

**EBSCO will clear all orders directly with publishers and will not use any other agents for orders or claims.**

14. Bidder must be able to provide subscriptions to any serial that is available from any other subscription agency.

**EBSCO provides subscriptions to 360,000 titles from 95,000 publishers. We have the most extensive title database in the industry and should be able to provide subscriptions to any serial available from other agents.**

15. As evidence of the comprehensiveness of their title file, bidder must provide access to their website.

**EBSCO's customers have access to the title database via *EBSCONET*.**

16. Bidder must provide assistance in locating missing issues when regular claiming does not yield copies needed.

**Your Customer Service Representative will provide assistance in locating missing issues when regular claiming does not yield the copies that are needed.**

17. Bidder must maintain an online complimentary issue replacement service with an inventory of issues from the past year for at least 2,000 popular serial titles that includes inventory data and allows for electronic ordering.

**If you are missing an issue of a publication or a publication is damaged beyond use, you can take advantage of the *EBSCO Missing Copy Bank*, a free service for EBSCO customers. The *Missing Copy Bank* is a one-year back file of 48,000 issues from approximately 2,000 serials titles. You can search for needed issues via *EBSCONET* and order them online or call your Customer Service Representative to order missing issues by phone.**

18. Via email, bidder must furnish itemized invoices arranged by library branch which include the following:

- a) Invoice number;
- b) Title of each serial;
- c) Cost of each serial;
- d) ISSN;
- e) Start date;
- f) Frequency of publication;
- g) Subscription term;

- h) Number of copies of each title;
- i) Handle/service charge, if any;
- j) Total cost for each library branch;
- k) Total cost of invoice;
- l) Total cost of entire order;
- m) Months of publication, when available;
- n) Costs before and after discount is applied for each library and entire order

**EBSCO can e-mail itemized invoices, arranged by library branch, that include the information listed above.**

19. Invoices must also be accessible electronically via bidder's website and exportable in various formats and include the data listed above.

**EBSCO's electronic invoices, which include the data listed above, are available via EBSCONET and can be exported via PDF or Excel.**

20. Bidder must be willing to accept orders of any size at any time, without adding an additional processing fee above the handling/service charges set out in the bid.

**EBSCO will accept orders of any size at any time, without adding an additional processing fee.**

21. Bidder must be willing to accept cancellations at any time during the term of the subscription and try to obtain refunds.

**EBSCO can accept cancellations at any time during the subscription, except where prevented by publisher policy. If an order is canceled, we will credit your account an amount equal to what we are refunded by the publisher, less a processing fee of fifteen dollars (\$15.00) per title. This fee applies only if you elect to cancel the title before the term ends, not if the publisher ceases publication of a title or if you choose to cancel at the time of renewal.**

**In some cases, publishers will not issue refunds but will instead offer credits for publications or other provisions. EBSCO will communicate these offers as they occur. It has been our experience that publishers do not offer refunds on subscription terms with less than six months remaining.**

22. All serials listed on each order must be delivered unless the publication has ceased, been suspended or the item is obtainable only from the publisher. In each instance, the bidder will indicate the reason for omitting the item.

**When EBSCO places your order, we are automatically notified of any titles that have ceased, been suspended or are obtainable only from the publisher. If a title is undeliverable, we will indicate the reason on your invoice.**

23. Bidder must notify the library of any changes concerning the periodical titles the bidder handles. This information should include the following:

- a) Discontinued, ceased and suspended titles;

- b) Titles that must be ordered directly from the publisher;
- c) Title mergers or splits;
- d) Name changes;
- e) Frequency of publication changes;
- f) Titles delayed or behind in publication;
- g) Titles that have resumed publication; and
- h) New titles.

With the *Customized Bulletin of Serials Changes*, you can review a monthly report detailing changes to titles on your subscription list.

The report is organized by type of change (title changes, merged titles, etc.) and indexed for easy reference. It allows for review of serials changes that only apply to your collection. You can receive the report through *EBSCONET* or by contacting your Customer Service Representative.

This report is archived on *EBSCONET* for two years.

The *Customized Bulletin of Serials Changes* report includes the following sections:

1. Delivery Problems
2. Frequency Changes
3. Discontinued Titles
4. Suspended Titles
5. Split Titles
6. Merged Titles
7. Name Changes
8. Resumed Publication
9. Miscellaneous Information
10. New Titles
11. Additional Volumes
12. Title Number Changes

In addition, E-Journal Updates on *EBSCONET* helps you effectively organize your e-journal workflow by notifying you of the following changes to your e-journal collection:

- A format is discontinued
- A new, alternative format option becomes available
- An online version of a print subscription becomes available at no additional charge
- A title has moved from one publisher to another, noting both the previous and new publisher, as well as the effective date of the change
- A title is added or removed from an e-journal package purchased through EBSCO
- New Open Access titles are added to EBSCO's title database

E-Journal Updates also alerts you to information you may not otherwise have a way of knowing, such as new Open Access titles you can add to your collection, or a free online version that comes with your print subscription. This helps you become aware of, and take advantage of, additional resources for your users.

24. When there is a title change, bidder must not make library responsible for adding the new titles and cancelling previous titles on their renewal lists.

**EBSCO automatically handles ordering of titles that have changed names, merged, split or otherwise changed. If a significant change in content or price occurs as a result of the change, EBSCO will contact the Library for approval.**

25. Bidder must provide notification when a publisher has a time limit for acceptance of claims.

**Claim restriction information is displayed on the title detail page on *EBSCONET* and is also available via the *Titles with Claiming Restrictions* report. This report identifies the titles in your collection that have publisher claiming restrictions. This information helps you avoid unnecessary claims and informs you of the publisher-allotted time frame for submitting a claim.**

26. Five to six months prior to annual renewal time, bidder must provide, via their website, interactive Renewal Lists detailing all titles previously ordered, indicating current status, including but not limited to active, direct only, ceased, name change, current prices, renewal dates, to be used for renewal order processing. Bidder must provide a Renewal List for each library branch.

**EBSCO will always send each library branch's renewal list at least six months prior to the annual renewal date of their subscriptions. Our renewal list includes the following information:**

- EBSCO's name and address
- Bill-to address
- Ship-to address
- EBSCO Account Number
- ISSN / eISSN
- Title Name (in alphabetical order or other sort as desired)
- Title Number
- Publisher
- Frequency
- Format
- EBSCO Order Number
- Term
- Start Date
- Volume/Coverage Information
- Quantity
- Fund Code
- ILS Number
- Publisher's current price
- Total price and number of titles

If you choose to work your renewals on *EBSCONET*, all of the above information is clearly noted in the interface. EBSCO will provide your annual renewal list in print and electronic format, including as a PDF or Excel spreadsheet, depending on what best fits the needs of Jefferson Parish Public Libraries. Title changes are reflected on the renewal details page at the title level.

27. Bidder must assign one individual to be responsible for the library's account. This individual must have the authority to act on the library's behalf with publishers as necessary.

Chelsea Wilkerson is the Customer Service Representative assigned to personally handle any questions you have concerning orders, delivery, claims, renewals, e-journal access and troubleshooting. She is also available to assist with management reports, invoices, credits and any other aspects pertaining to your account. EBSCO's Customer Service Representatives are empowered to call publishers on your behalf to resolve claiming and other issues. In addition, they are experts in e-resources and receive training specifically on managing e-journals and e-packages.

Chelsea also has access to invoice and order history records and can quickly locate information about your subscriptions. Chelsea works in EBSCO's Regional Office in Birmingham, Alabama, and can be reached via a direct toll-free number (800-633-4604 ext. 3965) or by e-mail at [cwilkerson@ebSCO.com](mailto:cwilkerson@ebSCO.com).

28. Bidder must provide proof of payment. The invoice must be certification that publishers have been paid by the agent.

EBSCO sends full payment to publishers with your order to ensure prompt service. Generally, an EBSCO invoice serves as proof of payment for your subscriptions. Should additional proof of payment be required, your customer service representative can work with you or the publisher to provide this documentation.

29. Bidder must provide a list of five comparably-sized customers that the agency has serviced for at least the past three years with their bid. The list shall include customer name, address, phone number, email address and contact person.

1) Allen County Public Library  
7615 Disalle Blvd.  
Fort Wayne, IN 46825  
Contact: Joyce Eisenmann  
Phone: (260) 421-1293  
Email: [jeisenmann@acpl.lib.in.us](mailto:jeisenmann@acpl.lib.in.us)

2) Denver Public Library  
10 W. 14<sup>th</sup> Avenue Parkway  
Denver, CO 80204  
Contact: Karen Duran  
Phone: (720) 865-1122  
Email: [kduran@denverlib.org](mailto:kduran@denverlib.org)

- 3) East Baton Rouge Parish Library  
7711 Goodwood Blvd.  
Baton Rouge, LA 70806  
Contact: Chris Marchand  
Phone: (225) 231-3731  
Email: [cmarchand@ebrpl.com](mailto:cmarchand@ebrpl.com)
- 4) Ocean County Library System  
101 Washington Street  
Toms River, NJ 08753  
Contact: Charles Gottlieb  
Phone: (732) 349-6200  
Email: [cgottlieb@theoceancountylibrary.org](mailto:cgottlieb@theoceancountylibrary.org)
- 5) Orange County Public Library System  
333 W. Santa Ana Blvd.  
Santa Ana, CA 92701  
Contact: Shirley Quan  
Phone: (714) 566-3012  
Email: [Shirley.quan@ocrr.ocgov.com](mailto:Shirley.quan@ocrr.ocgov.com)

#### **E. DIGITAL NEWSTAND SERVICE**

Jefferson Parish Library requires a digital newsstand service that will host a website and apps for the library and provide digital magazines that the library can subscribe to and add to the website for patrons to check out and download.

Continuing its tradition of working with libraries to help patrons quickly and conveniently find the content they want, EBSCO offers *Flipster*, a new way for library patrons to access digital editions of popular magazines, courtesy of their library. EBSCO currently offers over 425 popular digital magazine titles, with new titles being added monthly. Patrons can easily check out and download all titles and access them anytime, anywhere, on the most popular tablet and mobile devices.

##### **Benefits for Patrons**

- Simple sign-on process requiring patrons to only log in once
- Patrons will never receive any spam
- User-friendly interface with simple browsing options
- Ability to download and access digital magazines anytime, anywhere

##### **Benefits for Libraries**

- No platform fees, allowing the library to allocate more money towards content
- No hosting or access fees
- Wide growing selection of the most popular titles
- Unique titles including *Consumer Reports*, *Entertainment Weekly*, *Entrepreneur*, *InStyle*, *Money*, *People*, *Time* and *US Weekly*

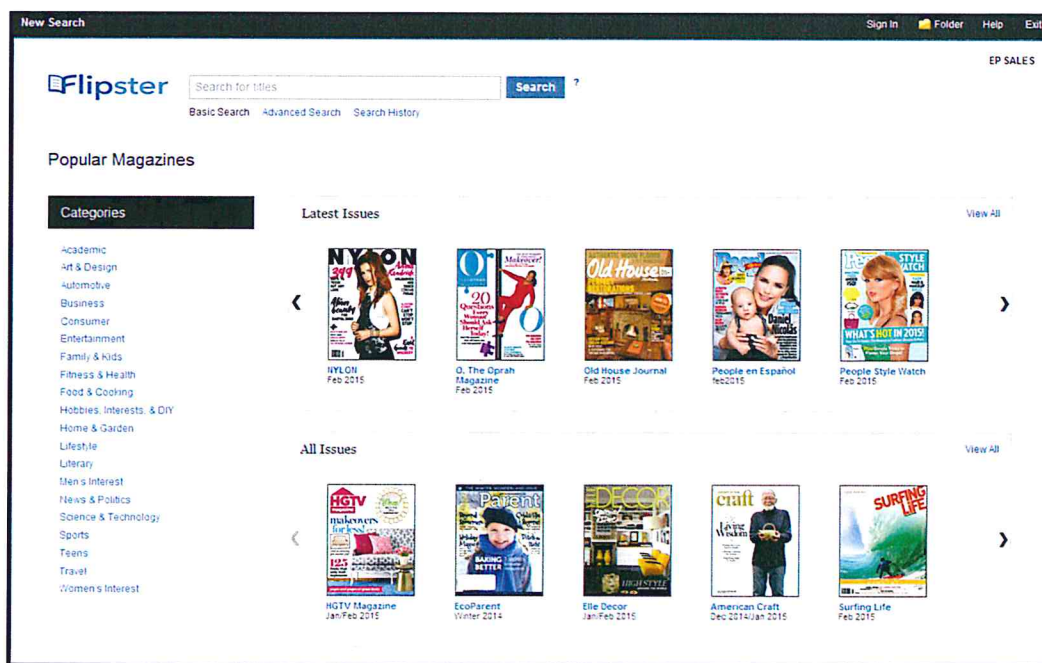


The service must provide or allow for the following:

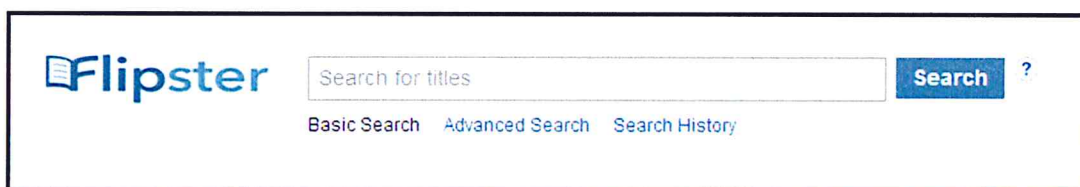
A website and apps for browsing, checking out, downloading, and reading digital magazines online or offline, accessible via a single, personal, user account

**Flipster** allows patrons multiple options to find the content they are looking for quickly and easily. Patrons can conduct a keyword search for titles or they can browse by Category, or by carousels of Latest Issues or All Issues.

Please refer to the screenshot below for an example of the **Flipster** title search interface; please note the interface can be branded differently with logos and custom colors for each individual library to have a customized experience:



Patrons can conduct a basic keyword search through a simple search box. Search terms can be a specific magazine title or a subject of interest. The below screenshot is an example of a basic search screen:



A patron can also conduct an advanced search by using a variety of search modes, expanders and limiters. **Flipster** offers four different ways for users to conduct an advanced search: Boolean/Phrase, 'Find All of My Search Terms,' 'Find Any of My Search Terms' and SmartText

**Searching.** Patrons can combine a search mode with expanders by selecting the 'Apply Related Words' option.

Patrons are also able to choose from an array of limiters to allow the user to refine their search both pre-search and post-search. Limiters allow patrons to refine by Magazine Title, ISSN, Publisher, Category and Full Text. The below screenshot is an example of an advanced search screen:

The screenshot shows the Flipster Advanced Search interface. At the top, there is a search bar with a dropdown menu labeled 'Select a Field (optional)', a 'Search' button, and a 'Clear' button. Below the search bar, there are three rows of input fields, each with a dropdown menu labeled 'Select a Field (optional)'. The interface is divided into two main sections: 'Search Options' and 'Limit your results'. The 'Search Options' section includes 'Search Modes and Expanders' with radio buttons for 'Boolean Phrase', 'Find all my search terms', 'Find any of my search terms', and 'SmartText Searching'. There is also a checkbox for 'Apply related words'. The 'Limit your results' section includes input fields for 'Magazine Title', 'ISSN', 'Publisher', and 'Full Text'. A 'Reset' button is located in the top right corner of the 'Search Options' section, and a 'Search' button is located in the bottom right corner of the 'Limit your results' section. The Flipster logo is in the top left corner, and 'EP SALES' is in the top right corner.

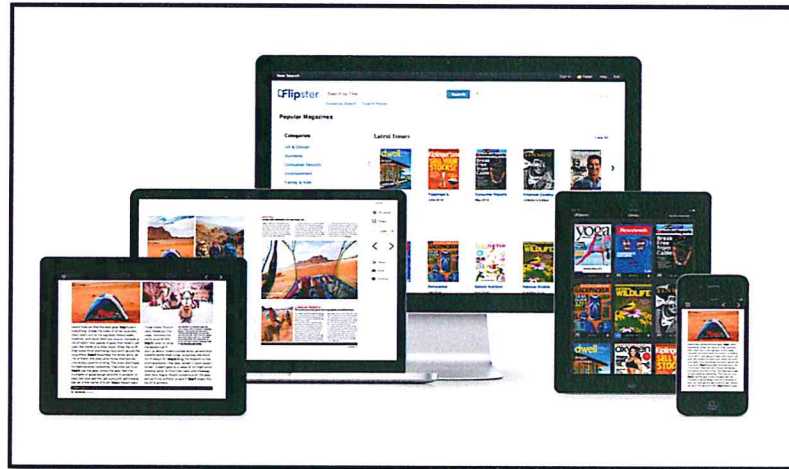
Once a patron selects a title, the patron can read the latest issue online using the *Flipster* Full Text Viewer, or download the title to a mobile device to access anytime, anywhere.

Once a patron selects a *Flipster* title they would like to download, EBSCO allows the patron to download the title to any iOS or Android powered device. The patron must be connected to an Internet-powered device to download a magazine title and be authenticated to the *Flipster* platform.

Below is an outline of the downloading process:

- Using the device's browser, the patron would go to the *Flipster* platform and select the title they would like to read. The magazine will open in the optimized mobile viewer.
- Once the title is opened, the patron would tap the menu in the upper left-hand corner and select Open in App. The *Flipster* app opens and downloads the magazine.
- Once the download has been completed, the issue is available to read.

The title will automatically expire and return when the title is due. The below screenshots show a variety of device options that are optimized for the *Flipster* browser:



At this time, users are unable to have a personal account within *Flipster*.

Full color, digitized versions of popular print magazines, in entirety, cover to cover, including all articles and ads that appear in print versions, as well as popular digital magazine titles that are not available in print.

*Flipster* provides full color, digitized versions of print magazines cover to cover. Below is an example of a digital magazine layout, including cover, articles and ads:



A number of popular digital magazines that are not available in print are also available through *Flipster*. A current list of these titles is below:

- *Country's Best Cabins*
- *New Old House*
- *AppleMagazine*



- ***eNews Magazine***
- ***TechLife News***
- ***Aromatherapy Thymes Magazine***
- ***Leadership Excellence***

The website must be accessible for browsing, checking out, and downloading magazines 24/7, in the library and remotely.

***Flipster* is available 24 hours a day, 365 days a year with a guarantee of 99.9% uptime for patrons both in the library and browsing remotely.**

The entire service, including the library's subscription content, must be on a server hosted by the vendor.

***Flipster* is a web-based service hosted on EBSCO servers.**

A library patron must be able to access their personal account, including checked out items, on more than one computer or portable device

**At this time, users are unable to have a personal account within *Flipster*. However, users can access the title on as many devices as they wish.**

Inventory must include popular, public library oriented magazines, from top publishers, including, but not limited to, Time, Conde Nast, Meredith, and Hearst.

***Flipster* currently offers more than 450 digital magazine titles from top publishers, including Time and Hearst, with new titles being added monthly. EBSCO maintains an up-to-date title list of all titles at: <http://flipster.ebsco.com/browse-magazines>. This list is updated weekly.**

Vendor must continuously add new titles and new publishers to its catalog of available content.

**EBSCO adds new titles and new publishers to *Flipster's* content each month.**

Easy to download free apps that will allow for reading magazines offline on many different computers and devices

***Flipster* is a web-based, hosted solution available through any Internet-connected device, including computers, tablets and mobile phones. Currently *Flipster* supports the following methods:**

**Reading Online: *Flipster* can be viewed online by both Windows and Mac users. In order to read *Flipster* online using the *Flipster* Full Text Mobile Viewer tool on the *Flipster* platform, Mac users must install the PDF Browser plug-in Schubert it, and PC users must install the Adobe Acrobat Reader software.**

The minimum browser requirements for *Flipster* are as follows: Internet Explorer: 8.0 or later, Firefox: 28.0 or later, Safari: 5.1 or later and Google Chrome: 33 or later.

**Tablets Requirements:** *Flipster* is accessible using most tablet operating systems that have an Internet browser. The following operating systems have been tested and confirmed to be supported by *Flipster*: iOS (Versions 5 and higher), Android (Latest Version) and Kindle Fire (3<sup>rd</sup> and 4<sup>th</sup> Generation). *Flipster* provides a free app for tablet devices mentioned above to manage the user's downloaded magazines. The app is a no-cost application necessary for users to download the title offline.

**Mobile Requirements:** *Flipster* is accessible using most mobile operating systems that have an Internet browser. Titles can be read on the mobile site. Additionally, *Flipster* provides a free mobile app for Android phones for patrons to download titles for offline reading. An iOS phone app will be available mid-2015 and a Windows app is currently on our roadmap.

Compatible with PCs and Macs and a wide range of portable devices including but not limited to iPad, iPhone, Android, Nook HD, Kindle Fire, Windows devices

*Flipster* is compatible with many devices including PCs and Macs, iOS tablets (Versions 5 and higher), Android tablets (Latest Version) and Kindle Fire (3rd and 4th Generation).

*Flipster* is accessible using most mobile operating systems that have an Internet browser. Additionally, *Flipster* provides a free mobile app for Android phones for patrons to download titles for offline reading. An iOS phone app will be available mid-2015 and a Windows app is currently on our roadmap.

Support by email or telephone and online instructions

EBSCO offers Technical Support free of charge to customers. EBSCO's Technical Support representatives are trained to fully resolve any questions or issues related to EBSCO products. EBSCO offers this support Monday through Friday, 24 hours a day and Saturday and Sunday from 9:00 a.m. to 5:00 p.m. (Eastern Time) via the following methods:

Toll-Free Telephone (U.S. and Canada): 800-758-5995

Email: [support@ebSCO.com](mailto:support@ebSCO.com)

Online: <http://support.ebSCO.com/contact/>

In addition, the EBSCO Support Site (<http://support.ebSCO.com>) is available 24/7 and offers user guides, tutorials, FAQs, trainer guides, and other self-service support resources at no additional charge for customers.

Easily available usage reports and marketing materials

### **Usage Reports**

*Flipster* provides access to reporting in *EBSCOadmin*, the administrative module. Reporting capabilities can be run at both the consortium level and the individual library level.



Flipster provides three different types of reports:

- **Platform Report (Overall *Flipster* Usage):** The platform report will allow librarians to see total number of sessions, searches, views, downloads and how many times a user was denied access to titles.
- **Title Level Report (Usage at Individual Title Level):** The title level report will track the usage of popular and used titles.
- **Issue Usage Report (Usage at Individual Issue Level):** The issue level report will track the total number of times denied, downloads and views by issue.

Administrators can customize reports by selecting specific date ranges. Date ranges are by month and by year. *EBSCOadmin* can run reports from current date to two years prior. Administrators can also select their preferred report format. Statistical report formats include: HTML (report is formatted as an HTML page and delivered as an attachment via email); Comma-Delimited (report is delivered as a comma-delimited file that can be imported to a spreadsheet); and Tab-Delimited (report is delivered as a tab-delimited file that can be imported to a spreadsheet). These can be scheduled to run at specific intervals or on demand by the library administrator 24/7.

#### Marketing Materials

EBSCO offers promotional materials for libraries, at no additional charge, in order to help libraries promote their EBSCO online resources.

EBSCO has compiled free promotional kits to assist libraries with promoting and using EBSCO products including *Flipster*:

[http://support.ebscohost.com/knowledge\\_base/detail.php?id=7372](http://support.ebscohost.com/knowledge_base/detail.php?id=7372).

Examples of marketing tools available in the *Flipster* kit include:

#### Customized Print Materials

Print posters, bookmarks, flyers, tent cards and many other materials.

#### Video and PowerPoint Tutorials

Libraries can post these tutorial URLs on their website to display how to use *Flipster* and these can be used to guide on-site training sessions.

#### Guides & Handouts

Libraries can provide patrons with printed guides, frequently asked question documents and information sheets.

#### *Flipster* Video

Post a prepared video about *Flipster* on the library website, or send via email to patrons or in a library newsletter.

#### Social Media Posts

Use the provided sample social media messages to copy, paste and customize *Flipster* announcements on social media channels.



#### **Print and Web Graphic**

We provide colorful ads, icons and logos to use on your website to promote and link users to the *Flipster* platform.

#### **Tips for a Successful Launch**

EBSCO provides tips and steps to help guide libraries through the successful launch of their new *Flipster* service.

#### **Search Box Builder**

EBSCO's free Search Box builder tool can be used by the library to design and place a *Flipster* search box on the library portal. This search box can direct users to the library's *Flipster* collection, and it can include customized text and a branded logo to mimic the search box experience of familiar internet search engines.

#### **Branding**

Libraries can also support marketing their products by branding. *EBSCOadmin* allows administrators to customize the *Flipster* interface with either traditional or enhanced style branding options. A library administrator can brand selected *Flipster* pages with custom text, images and basic HTML. The available branding options facilitate the placement of library logos or names and messages on most *Flipster* screens. Additionally, please note that the logo or library name in the upper-right corner can be coded to connect to the library's own homepage.

The library must be able to trial the product prior to accepting the bid.

EBSCO has provided Jefferson Parish with a 30-day trial of *Flipster*. Please visit:

**URL:** <http://trial.ebscohost.com>

**User ID:** s9099568

**Password:** trial

## Clarifications & Exceptions

### INSTRUCTIONS FOR BIDDERS AND GENERAL CONDITIONS

A. AWARD OF CONTRACT: JEFFERSON PARISH reserves the right to award contracts or place orders on a lump sum or individual item basis, or such combination, as shall in its judgment be in the best interest of JEFFERSON PARISH. Every contract or order shall be awarded to the LOWEST RESPONSIVE and RESPONSIBLE BIDDER, taking into consideration the CONFORMITY WITH THE SPECIFICATIONS and the DELIVERY AND/OR COMPLETION DATE. IN THE EVENT OF SPLIT AWARD, THE PURCHASING DEPARTMENT MAY CONTACT VENDORS TO REQUEST REQUIRED AFFIDAVITS. THOSE VENDORS WILL HAVE 10 DAYS FROM THE DATE OF NOTICE TO SUBMIT COMPLETE, SIGNED AND NOTARIZED AFFIDAVITS IN ORIGINAL FORMATS.

**Clarification:** Our discount offer for print subscriptions is based on an "all or none" service to the libraries outlined in the RFP (Jefferson Parish Public Libraries). However, if the Parish wishes to divide the subscription business among multiple vendors, we are happy to negotiate a revised offer based on the amount of business offered to EBSCO. *Flipster* discounts are extended to customers who purchase certain databases or use EBSCO as their primary subscription vendor.

C. CANCELLATION OF CONTRACT: JEFFERSON PARISH reserves the right to cancel all or any part if not shipped promptly. No charges will be allowed for parking or cartage unless specified in quotation. The order must not be filled at a higher price than quoted. JEFFERSON PARISH reserves the right to cancel any contract at anytime and for any reason by issuing a THIRTY (30) day written notice to the contractor.

**Clarification:** Jefferson Parish may cancel the contract at any time; however, the purchaser will be liable for charges for any subscriptions for which EBSCO has already paid the publisher.

### INSURANCE REQUIREMENTS- BIDS

#### DEDUCTIBLES

No insurance required shall include a deductible not greater than \$10,000.00. The cost of the deductible shall be borne by the contractor.

**Clarification:** EBSCO's insurance deductibles are greater than \$10,000.00, but the deductible shall be borne by EBSCO. A certificate of insurance can be provided upon request.

DATE: 5/06/2015

Page: 5

BID NO.: 50-00113004

**BID FORM**  
Non Public Works

**All Public Work Projects are required to use the Louisiana Uniform Public Work Bid Form**

All prices must be held firm unless an escalation provision is requested in this bid. Jefferson Parish will allow one escalation during the term of the contract, which may not exceed the U.S. Bureau of Labor Statistics National Index for all Urban Consumers, unadjusted 12 month figure. The most recently published figure issued at the time an adjustment is requested will be used. A request must be made in writing by the vendor, and the escalation will only be applied to purchases made after the request is made.

Are you requesting an escalation provision?

YES \_\_\_\_\_ NO X

MAXIMUM ESCALATION PERCENTAGE REQUESTED N/A %

INITIAL BID PRICES WILL REMAIN FIRM THROUGH THE DATE OF N/A

For the purposes of comparison of bids when an escalation provision is requested, Jefferson Parish will apply the maximum escalation percentage quoted by the bidder to the period to which it is applied in the bid. The initial price and the escalation will be used to calculate the total bid price. It will be assumed, for comparison of prices only, that an equal amount of material or labor is purchased each month throughout the entire contract.

**DELIVERY: FOB JEFFERSON PARISH**

INDICATE DELIVERY DATE ON EQUIPMENT AND SUPPLIES

45-60 days after receipt of order

LOUISIANA CONTRACTOR'S LICENSE NO.: (if applicable) N/A

**THIS SECTION MUST BE COMPLETED BY BIDDER:**

FIRM NAME: EBSCO Information Services

ADDRESS: P.O. Box 2543

CITY, STATE: Birmingham, AL

ZIP: 35202

TELEPHONE: (205 ) 991-1218

FAX: ( 205 ) 995-1613

EMAIL ADDRESS: ebsconorthamerica@ebSCO.com

In the event that addenda are issued with this bid, bidders MUST acknowledge all addenda on the bid form. Bidder must acknowledge receipt of an addendum on the bid form as indicated. Failure to acknowledge any addendum on the bid form will result in bid rejection.

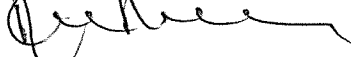
Acknowledge Receipt of Addenda: NUMBER: \_\_\_\_\_

NUMBER: \_\_\_\_\_

NUMBER: \_\_\_\_\_

NUMBER: \_\_\_\_\_

TOTAL PRICE OF ALL BID ITEMS: \$ N/A

AUTHORIZED  
SIGNATURE: 

Ree Sherer

Printed Name

TITLE: Executive VP & GM, US & Canada

SIGNING INDICATES YOU HAVE READ AND COMPLY WITH THE INSTRUCTIONS AND CONDITIONS.

NOTE: All bids should be returned with the BID NUMBER and BID OPENING DATE indicated on the outside of the envelope submitted to the Purchasing Department.

## INVITATION TO BID FROM JEFFERSON PARISH - continued

BID NO.: 50-00113004

SEALED BID

ITEM NUMBER	QUANTITY	U/M	DESCRIPTION OF ARTICLES	UNIT PRICE QUOTED	TOTALS
			THREE (3) YEAR CONTRACT TO PROVIDE SERIALS FOR THE JEFFERSON PARISH LIBRARY DEPARTMENT		
1	3.00	YR	0010 - DISCOUNT AMOUNT 4.5 %		
2	1.00	EA	0020 - SERVICE FEE N/A %		
3	1.00	EA	0030 - DISCOUNT FOR NEWSPAPERS 4.5 %		
4	1.00	EA	0040 - DISCOUNT FOR SCHOLARLY JOURNALS 4.5 %		
5	1.00	EA	0050 - DISCOUNT AMOUNT FOR MEMBERSHIPS NECESSARY TO RECIEVE AN ORGANAZATION'S PERIODICAL PUBLICATIONS 4.5 %		
6	1.00	EA	0060 - DISCOUNT AMOUNT FOR REFERENCE SERIALS 4.5 %		
7	1.00	EA	0070 - LIST PRICE OVER WHICH BIDDER DOES NOT APPLY A DISCOUNT \$ N/A		
8	1.00	EA	0080 - ANNUAL PLATFORM FEE FOR DIGITAL MEWSTAMD \$ 0.00		
9	1.00	EA	0090 - DISCOUNT AMOUNT FOR DIGITAL NEWSSTAND TITLES *25 or 50 %  *EBSCO is offering a 25% discount on digital newsstand titles via Flipster. Should Jefferson Parish continue to use EBSCO as its primary print subscription vendor, a discount of 50% will apply.		

**CORPORATE RESOLUTION**

*Executive Committee of*  
EXCERPT FROM MINUTES OF MEETING OF THE BOARD OF DIRECTORS OF  
EBSCO Industries, Inc.  
INCORPORATED.

*The Executive Committee of the Board of*  
AT THE MEETING OF DIRECTORS OF EBSCO Industries, Inc.  
INCORPORATED, DULY NOTICED AND HELD ON May 1, 2015,  
A QUORUM BEING THERE PRESENT, ON MOTION DULY MADE AND SECONDED. IT  
WAS:

RESOLVED THAT Ree Sherer, BE AND IS HEREBY  
APPOINTED, CONSTITUTED AND DESIGNATED AS AGENT AND ATTORNEY-IN-  
FACT OF THE CORPORATION WITH FULL POWER AND AUTHORITY TO ACT ON  
BEHALF OF THIS CORPORATION IN ALL NEGOTIATIONS, BIDDING, CONCERNS  
AND TRANSACTIONS WITH THE PARISH OF JEFFERSON OR ANY OF ITS AGENCIES,  
DEPARTMENTS, EMPLOYEES OR AGENTS, INCLUDING BUT NOT LIMITED TO, THE  
EXECUTION OF ALL BIDS, PAPERS, DOCUMENTS, AFFIDAVITS, BONDS, SURETIES,  
CONTRACTS AND ACTS AND TO RECEIVE ALL PURCHASE ORDERS AND NOTICES  
ISSUED PURSUANT TO THE PROVISIONS OF ANY SUCH BID OR CONTRACT, THIS  
CORPORATION HEREBY RATIFYING, APPROVING, CONFIRMING, AND ACCEPTING  
EACH AND EVERY SUCH ACT PERFORMED BY SAID AGENT AND ATTORNEY-IN-  
FACT.

I HEREBY CERTIFY THE FOREGOING TO BE  
A TRUE AND CORRECT COPY OF AN  
EXCERPT OF THE MINUTES OF THE ABOVE  
DATED MEETING OF THE BOARD OF  
DIRECTORS OF SAID CORPORATION, AND  
THE SAME HAS NOT BEEN REVOKED OR  
RESCINDED.

Sandra Bullock  
~~Assistant~~ SECRETARY-TREASURER

May 12, 2015  
DATE

**Non-Public Works Bid****AFFIDAVIT****STATE OF** Alabama**PARISH/COUNTY OF** Shelby

BEFORE ME, the undersigned authority, personally came and appeared: Ree Sherer  
\_\_\_\_\_, (Affiant) who after being by me duly sworn, deposed and said that  
he/she is the fully authorized Executive VP & GM of EBSCO Information Services (Entity),  
the party who submitted a bid in response to Bid Number 50-00113004, to the Parish of  
Jefferson.

Affiant further said:

Campaign Contribution Disclosures

**(Choose A or B, if option A is indicated please include the required  
attachment):**

**Choice A** \_\_\_\_\_ Attached hereto is a list of all campaign contributions, including  
the date and amount of each contribution, made to current or  
former elected officials of the Parish of Jefferson by Entity,  
Affiant, and/or officers, directors and owners, including  
employees, owning 25% or more of the Entity during the two-year  
period immediately preceding the date of this affidavit or the  
current term of the elected official, whichever is greater. Further,  
Entity, Affiant, and/or Entity Owners have not made any  
contributions to or in support of current or former members of the  
Jefferson Parish Council or the Jefferson Parish President through  
or in the name of another person or legal entity, either directly or  
indirectly.

**Choice B** x there are **NO** campaign contributions made which would require  
disclosure under Choice A of this section.



Debt Disclosures

**(Choose A or B, if option A is indicated please include the required attachment):**

**Choice A** \_\_\_\_\_ Attached hereto is a list of all debts owed by the affiant to any elected or appointed official of the Parish of Jefferson, and any and all debts owed by any elected or appointed official of the Parish to the Affiant.

**Choice B**   x   There are **NO** debts which would require disclosure under Choice A of this section.

Affiant further said:

That Affiant has employed no person, corporation, firm, association, or other organization, either directly or indirectly, to secure the public contract under which he received payment, other than persons regularly employed by the Affiant whose services in connection with the construction, alteration or demolition of the public building or project or in securing the public contract were in the regular course of their duties for Affiant; and

*[The remainder of this page is intentionally left blank.]*

That no part of the contract price received by Affiant was paid or will be paid to any person, corporation, firm, association, or other organization for soliciting the contract, other than the payment of their normal compensation to persons regularly employed by the Affiant whose services in connection with the construction, alteration or demolition of the public building or project were in the regular course of their duties for Affiant.



Signature of Affiant

Ree Sherer

Printed Name of Affiant

SWORN AND SUBSCRIBED TO BEFORE ME

ON THE 13<sup>th</sup> DAY OF May, 2015.



Notary Public



Printed Name of Notary



Notary/Bar Roll Number

My commission expires 5/27/2015.



# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)  
10/14/2014

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

<b>PRODUCER</b> S.S. Nesbitt & Co., Inc. 3500 Blue Lake Drive, Ste. 120  Birmingham AL 35243		<b>CONTACT NAME:</b> Linda Fetherolf <b>PHONE (A/C, No, Ext):</b> (205) 262-2700 <b>FAX (A/C, No):</b> (205) 262-2701 <b>E-MAIL ADDRESS:</b> lfetherolf@ssnesbitt.com															
<b>INSURED</b> EBSCO Industries, Inc. P. O. Box 1943  Birmingham AL 35201		<table border="1"><thead><tr><th>INSURER(S) AFFORDING COVERAGE</th><th>NAIC #</th></tr></thead><tbody><tr><td>INSURER A: Travelers Property &amp; Casualty</td><td>25674AXV</td></tr><tr><td>INSURER B: Travelers Indemnity</td><td>25658AXV</td></tr><tr><td>INSURER C: Travelers Insurance Group</td><td>AXV</td></tr><tr><td>INSURER D: Safety National Casualty</td><td>15105 AXI</td></tr><tr><td>INSURER E:</td><td></td></tr><tr><td>INSURER F:</td><td></td></tr></tbody></table>		INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A: Travelers Property & Casualty	25674AXV	INSURER B: Travelers Indemnity	25658AXV	INSURER C: Travelers Insurance Group	AXV	INSURER D: Safety National Casualty	15105 AXI	INSURER E:		INSURER F:	
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INSURER E:																	
INSURER F:																	

**COVERAGES** **CERTIFICATE NUMBER:** 2014-15 EBSCO Master **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDITIONAL INSURER	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	GENERAL LIABILITY					
	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY					EACH OCCURRENCE \$ 1,000,000
	<input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR	X X	TC2JGLSA-9D909462-14	10/15/2014	10/15/2015	DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000
	<input checked="" type="checkbox"/> Blkt Addtl Insured					MED EXP (Any one person) \$ 5,000
	<input checked="" type="checkbox"/> Blkt Waiver of Subro		Contractual Liability			PERSONAL & ADV INJURY \$ 1,000,000
	GEN'L AGGREGATE LIMIT APPLIES PER:					GENERAL AGGREGATE \$ 2,000,000
	<input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC					PRODUCTS - COMP/OP AGG \$ 2,000,000
A	AUTOMOBILE LIABILITY					
	<input checked="" type="checkbox"/> ANY AUTO					COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000
	<input type="checkbox"/> ALL OWNED AUTOS	X X	TC2JCAP-9D909474-14	10/15/2014	10/15/2015	BODILY INJURY (Per person) \$
	<input checked="" type="checkbox"/> HIRED AUTOS	X	Hired Physical Damage			BODILY INJURY (Per accident) \$
	<input checked="" type="checkbox"/> Blkt Addtl Ins. <input checked="" type="checkbox"/> Waiver Sub.		Limit \$100,000/Ded. \$25k			PROPERTY DAMAGE (Per accident) \$
C	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR	X X				
	<input checked="" type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE		ZUP-81M16741-14-NF	10/15/2014	10/15/2015	EACH OCCURRENCE \$ 25,000,000
	<input type="checkbox"/> DED <input checked="" type="checkbox"/> RETENTION \$ 10,000					AGGREGATE \$ 25,000,000
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY		Retro (AZ/FL/MA/NE/OR/VT)			Excess umbrella Agg \$
D	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH)	Y/N	TRKUB-9D909450-14	10/15/2014	10/15/2015	<input checked="" type="checkbox"/> WC STATUTORY LIMITS <input type="checkbox"/> OTHER
	If yes, describe under DESCRIPTION OF OPERATIONS below	N/A	TC2HUB-9D904430-14 A/O/S	10/15/2014	10/15/2015	E.L. EACH ACCIDENT \$ 1,000,000
			AGC4049876/AL & NV	11/15/2013	11/15/2014	E.L. DISEASE - EA EMPLOYEE \$ 1,000,000
A	Property		KTJ-CMB-1F64421-8-14	10/15/2014	10/15/2015	E.L. DISEASE - POLICY LIMIT \$ 1,000,000
						\$100,000,000
						Ded \$50,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)  
Named insured includes: EBSCO Information Services

## CERTIFICATE HOLDER

dnelson@jeffparish.net  
  
Jefferson Parish Purchasing Division  
Attn: Daphne Nelson  
Purchasing Dept.  
200 Derbigny St., Ste 4400  
Gretna, LA 70056

## CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

Linda Fetherolf/LLF

ACORD 25 (2010/05)

INS025 (201005) 01

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The ACORD name and logo are registered marks of ACORD

**Request for Taxpayer  
Identification Number and Certification**

Give Form to the  
requester. Do not  
send to the IRS.

Print or type See Specific Instructions on page 2.	Name (as shown on your income tax return) <b>EBSCO Industries, Inc.</b>	
	Business name/disregarded entity name, if different from above <b>EBSCO, EBSCO Information Services, EBSCO Subscription Services</b>	
	Check appropriate box for federal tax classification (required): <input type="checkbox"/> Individual/sole proprietor <input checked="" type="checkbox"/> C Corporation <input type="checkbox"/> S Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate	
	<input type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶	
	<input type="checkbox"/> Other (see instructions) ▶	
	<input type="checkbox"/> Exempt payee	
Address (number, street, and apt. or suite no.) <b>PO Box 2543</b>		Requester's name and address (optional)
City, state, and ZIP code <b>Birmingham, AL 35202</b>		
List account number(s) here (optional)		

**Part I Taxpayer Identification Number (TIN)**

Enter your TIN in the appropriate box. The TIN provided must match the name given on the "Name" line to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

**Note.** If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

Social security number								
			-				-	
Employer identification number								
6	3	-	6	0	1	4	1	8

**Part II Certification**

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
- I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
- I am a U.S. citizen or other U.S. person (defined below).

**Certification instructions.** You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 4.

**Sign  
Here**

Signature of  
U.S. person ▶

Date ▶

**General Instructions**

Section references are to the Internal Revenue Code unless otherwise noted.

**Purpose of Form**

A person who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

- Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
- Certify that you are not subject to backup withholding, or
- Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income.

**Note.** If a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

**Definition of a U.S. person.** For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States,
- An estate (other than a foreign estate), or
- A domestic trust (as defined in Regulations section 301.7701-7).

**Special rules for partnerships.** Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax on any foreign partners' share of income from such business. Further, in certain cases where a Form W-9 has not been received, a partnership is required to presume that a partner is a foreign person, and pay the withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid withholding on your share of partnership income.

